



# Department of Energy Lessons Learned Program

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## Why Train on Lessons Learned?

Incorporating lessons learned concepts into training is critical to making the lessons learned program part of the site culture. Training programs should be included as a lessons learned dissemination method and action plans for specific lessons learned should include identification of affected training programs. The site Lessons Learned Coordinator should ensure that the groups responsible for these programs are notified and necessary changes are made. In order to ensure that this interaction occurs, it is important for Lessons Learned Coordinators or staff to interface with training personnel.

## DOE Lessons Learned Standard

The DOE Lessons Learned Standard, DOE-STD-7501-99, *The DOE Corporate Lessons Learned Program*, provides guidance on training and qualification of personnel.

## General Employee Training

All employees should receive orientation in lessons learned concepts, including an overview of the lessons learned process, applicable requirements, and basic roles and responsibilities. The orientation should cover how to identify, document, access, and use lessons learned.

## Lessons Learned Staff Training

Training for staff involved in writing, editing, and distributing lessons learned should cover the following areas:

- ▶ Definition of lessons learned, including the diverse range of experiences, both positive and negative, that constitutes lessons learned.
- ▶ How to write a lesson learned (i.e., content, format, level of detail).
- ▶ Lessons learned functional categories, including explanation of the categories and how they are to be used to classify lessons learned. If the DOE Lessons Learned functional categories are different from those defined in a site-specific lessons learned program, explain circumstances when each classification scheme should be used (i.e., internal communication may utilize the site-specific scheme while lessons learned submitted to the DOE-wide system should be in accordance with the functional categories provided in the DOE Lessons Learned Standard).
- ▶ Validation process and validation criteria.
- ▶ Lessons learned process flow including an explanation of the overall process.
- ▶ Lines of lessons learned communication, the required timing of the communication, and the media in which the communication must take place.
- ▶ Use of dissemination/retrieval systems such as e-mail, List Server, and the World Wide Web.
- ▶ Security issues and the specific process to be followed for classified

information.

- ▶ Use of on-line help and where to get answers to questions regarding the Lessons Learned Program.

## Contact Information

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DOE Lessons Learned Program Fact Sheets, by the Society for Effective Lessons Learned Sharing (SELLS), are available from the DOE Lessons Learned Web Site:  
<http://www.tis.eh.doe.gov/ll>